



SECRETARY OF STATE BRIAN P. KEMP GEORGIA STATE BOARD OF FUNERAL SERVICE

Georgia State Board of Funeral Service, 237 Coliseum Dr Macon, GA 31217
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Update from the Director

Randy Vaughn

The Professional Licensing Boards Division is committed to identifying and implementing efficiencies in every area possible. To achieve this, we are continuing to develop new online applications. In anticipation of spring graduations, we are currently working to ensure that additional types of license applications are available online. In addition to new online applications, we are in the process of upgrading our business software. The necessary upgrades will allow us to broaden our online services and increase our support for our applicants and licensees.

In March, Secretary of State Brian P. Kemp announced a multi-phase consolidation of the Securities, Charities and Cemeteries Division of the Office of Secretary of State. This Division will be consolidated and moved to the Professional Licensing Boards Division in Macon. We will be

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working throughout the second quarter to complete this transition and will provide an update on the transition in the next newsletter.

The Secretary of State's office is committed to operating as efficiently as possible while providing excellent customer service to the citizens of the State of Georgia. We appreciate your confidence as we continue to improve our ability to serve and support you.

About the Board

The Georgia State Board of Funeral Service consists of seven members: six licensed and practicing funeral directors and embalmers and one consumer member. Typically, the Board meets twelve times each year. Board meetings are open to the public, with the exception of executive session, in which confidential matters such as complaints, disciplinary items, and applications are discussed.

The Board is authorized to prescribe a standard of proficiency as to the qualifications and fitness of embalmers and funeral directors, to revoke or suspend licenses for any violation of this law, to adopt rules and regulations and to set standards of sanitation to be observed in the embalming or cremation of dead human bodies. Any person desiring to engage in the practice of embalming or in the business or practice of funeral directing or operating a funeral establishment must first meet the requirements of the law and rules and be licensed by the Board.

2010 Meeting Dates

May 11, 2010 at 10:00 a.m.
 June 8, 2010 at 10:00 a.m.
 July 13, 2010 at 10:00 a.m.
 August 10, 2010 at 10:00 a.m.
 September 14, 2010 at 10:00 a.m.
 October 5, 2010 at 10:00 a.m.
 November 9, 2010 at 10:00 a.m.
 December 14, 2010 at 10:00 a.m.

The Board meets at the Professional Licensing Board Office in Macon.

Minutes from the Board meetings may be found on the Board's website at www.sos.ga.gov/plb/funeral

Board Members and Staff

Lauren McDonald, Chairman
 Terry Daviston, Vice-Chairman
 David Roach
 Thelon Hamby
 Draper Watson
 Linda Ware
 Nancy Kennedy, Consumer

Steve Lindsey
 Executive Director
 Georgia State Board of Funeral Service

Active Licensees

Funeral Establishment: 692
 Funeral Director: 2,000
 Embalmer: 1,787
 Funeral Service Apprentice: 545
 Crematory: 75

Expiration Dates

Crematory – June 30 of odd numbered years
 Embalmer – March 31 of even numbered years
 Funeral Director – March 31 of even numbered years
 Funeral Establishment – June 30 of odd numbered years
 Funeral Apprentice – March 31 of even numbered years

"It is illegal to work as an apprentice, embalmer or funeral director or to operate a crematory or funeral establishment with an expired license."

Actions Taken by the Board

January: The Board voted to approve two new funeral establishment licenses, one funeral apprentice license, four changes to funeral director in full and continuous charge of a funeral establishment, and two requests for change in supervisor of funeral service apprenticeships.

The Board voted to approve the following requests for grace periods to replace the facilities' funeral director in full and continuous charge:

- Peoples Funeral Home, Augusta
- Dogwood Hill Crematory, Covington
- Hicks Funeral Home, Elberton
- Community Funeral Home of Pike, Zebulon

The Board voted to approve the following courses for continuing education:

- Elite CME, Inc: 10 Hour Continuing Education Course for Funeral Directors and Embalmers; Religion and the Funeral Director; Funeral Services: Interpersonal Skills and Communication; Formaldehyde Monitoring; HIV/AIDS – Communicable Diseases & OSHA Blood borne Pathogens Standard; Complying with the Federal Trade Commission Rules; Professional Ethics; Complying with the Funeral Rule; Employment Law; Dealing with Difficult People and Situations; Formaldehyde Monitoring Update; The Americans with Disabilities Act; Professional Ethics
- International Cemetery, Cremation and Funeral Association: 2010 ICCFA Annual Convention and Exposition
- MKJ Marketing: MKJ Marketing's 2010 Beaver Creek Seminar: Improving Your Funeral Business
- NFDA: 2010 Cana & FDA Spring Cremation Symposium; ADA Employer Compliance: Title I of the Americans with Disabilities Act; Communicable Diseases: What Every Funeral Home Must Know; Conflict Management for Funeral Directors: Successful Interpersonal Communication Practices; Controlling Your Accounts Receivable; Embalming the Obese Case; Professional Ethics in Funeral Service: NFDA's Code of Professional Conduct; Serving Hispanic Families; Time for Your Annual Check-up: Financial Statements and Preneed Analysis; Understanding a Child's Grief; Understanding Adult Grief: Developing Ways to Help adults on Their Grief Journeys; Understanding the Practice of the FTC Funeral Rule; Wage and Hour Laws for Funeral Home Employers; Delegating; Essential Skills of Communicating; Essential Skills of Leadership; Improving Work Habits; Managing Complaints; Professionalism in the Office; Providing Performance Feedback; Supporting Change; Guaranteed Funerals: Is Preneed Right for You?; Risk Management: Controlling Liability Risk for Small Businesses; Recession – Friendly Ideas to Accelerate Innovation at Your Firm; Creating Meaningful Funeral Experiences; Customer Service in an Instant: 60 Ways to Win Customers and Keep Them Coming Back; Ethnic Variations in Dying, Death, and Grief; Funeral Home Customer Service A-Z; Hands-Off Manager: How to Mentor People and Allow Them to be Successful; Healing a Child's Grieving Heart; Healing a Friend's Grieving Heart; Healing a Teen's Grieving Heart; Healing the Adult Child's Grieving Heart; Healing Your Grieving Heart; Healing Your Holiday Grief: 100 Practical Ideas for Blending Mourning and Celebration During the Holiday Season; Prescriptions for a Healthy Family Business; Traversing the Minefield: Best Practice: Reducing Risk in Funeral-Cremation Service; When All the Friends Have Gone; Winning Ways: The Funeral Profession's Guide to Human Relations; 100 Ways to Motivate Others; Boom! 7 Choices for Blowing the Doors off Business-As-Usual; Cry Until You Laugh: Comforting Guidance for Coping with Grief; Think Like a Marketer; Understanding Your Suicide Grief; Capitalizing On Kindness: Why 21st Century Professionals Need To Be Nice; Building Customer Loyalty From the Inside Out; The Eight Building Blocks for Creating a Sustainable Closely Held Company; Body Preparation and Practices for Different Religions and Cultures: Jewish, Hispanic, Mormon; Creating the Ultimate Funeral Experience Through Questioning Strategies; Hispanic Funerals: Need to Know Insights;

If Your Buying or Selling a Funeral Home, Timing is Everything; Internet Age vs. Your Funeral Home: Legal Issues Created by Technology; Legendary Service at the Ritz–Carlton: A Great Fit for Funeral Service; Does Formaldehyde Cause Cancer? NFDA’s Formaldehyde Best Management Practices Can Protect You; Ethical Thinking in Today’s World; FTC Funeral Rule Staff Training; GPL Funeral Packages – Doing Them Right; Prepare for the New Employment Regulations; With the Push to Cremate: 5 Reasons to Encourage Viewing and Ritual; Art of Facial Reconstruction; Avoiding Sexual Harassment Suits; Embalming Difficult Cases: Donor Cases; FTC Compliance: Handling the General Price List; Restorative Arts: An Artist’s Perspective; Your Professional Image

- FuneralReview.Com: Graystone Conference 2010
- GFSPA: “Fight Fraud with the Red Flag Rule”
- South Carolina Funeral Directors Association: 23rd Mid–Winter Conference and Expo
- Selected Independent Funeral Homes: Selected Independent Funeral Homes 2010 Group Meeting Series

The Board approved the following orders to accept fine money for inspection violations:

- J L Litman Memorial Funeral Service, Albany: Fined \$50 for failure to conspicuously display a current biennial renewal license for the establishment, embalmer, funeral director and apprentices.
- Wimberly & Jackson Funeral Home, Inc., Gainesville: Fined \$400 for failure to screen all outside openings where left open for ventilation and use of the embalming room for purposes other than the embalming of dead human bodies.
- Anderson & Marshall Funeral Home, Manchester: Fined \$400 for failure to maintain the sanitary and clean condition of each embalming room, including all instruments and tables and use of the embalming room for purposes other than the embalming of dead human bodies.
- Victory Memorial Chapel, Sylvester: Fined \$100 for failure to maintain a minimum of eight adult caskets within the display room on the premises of the establishment.
- Reno Tapley Mortuary, Swainsboro: Fined \$100 for failure to maintain a minimum of eight adult caskets within the display room on the premises of the establishment.
- Bentley Funeral Home, Roberta: Fined \$200 for failure to equip all embalming rooms with non-absorbent sanitary floor and walls.

February: The Board voted to approve the following applicant for a funeral director and embalmer license:

- Michele Fiorelli, Springfield

The Board voted to approve an application for a name change for the following funeral establishment:

- Rollins Friendly Funeral Home, Inc., Cochran

The Board voted to approve the following requests for grace periods to replace the facilities’ funeral director in full and continuous charge:

- Knox Funeral Home, Atlanta
- Pope Dickson & Son, Jonesboro

The Board voted to approve the following courses for continuing education:

- 100% Education by McKissock:
 - Ethics for Funeral Service Professionals
 - Bloodborne Pathogens and Needle-stick Safety
 - Funeral Practices Past and Present
 - OSHA and The Funeral Director
 - Professionalism for the Funeral Industry
 - The FTC Funeral Rule
 - Formaldehyde Monitoring and the OSHA Standard
 - Crisis: The Role of Funeral Directors
 - Marketing for the Funeral Director
 - AIDS Education
 - Balancing Your Life: Revitalizing Your Funeral Director Career
- Gupton-Jones:
 - Mortuary Law: Duties of the Funeral Director
 - Georgia Eye Bank: Working with Funeral Directors
 - Licensure and Inspection
 - Cremation
 - OSHA
 - Grief Counseling
- Matthews International Casket Division:
 - Cremation
- NFDA:
 - Certified Preplanning Consultant (CPC)
 - CPC Correspondence

The Board approved the following orders to accept fine money for inspection violations:

- Alvie Coes Funeral Home, Unadilla: \$100 for failure to maintain one operable motor hearse and/or combination hearse/ambulance with current Georgia registration for the transportation of casketed human remains at the establishment.
- Donald Trimble Mortuary, Atlanta: \$50 for failure to equip all embalming rooms with a sink with drain opening and non porous sanitary cover into a sewerage or septic tank.
- Garrar Funeral Home, Louisville: \$100 for failure to maintain a minimum of eight adult caskets within the display room on the premises of the establishment.
- Hicks & Sons Funeral Home, Reynolds: \$50 for failure to contain in each embalming room 24 bottles arterial fluid and 24 bottles cavity fluid.
- Litman Funeral Home, Pearson: \$600 for failure to equip all embalming rooms with hot and cold running water, a permanently installed back flow preventer for the hydro aspirator; failure to maintain one operable motor hearse and/or combination hearse/ambulance with current Georgia registration for the transportation of casketed human remains at the establishment; failure to conspicuously display a current biennial renewal license for the establishment, embalmer, funeral director and any apprentices.

- Williamson Mortuary, LLC, Riverdale: \$650 for failure to equip all embalming rooms with non-absorbent sanitary floor and walls, to equip all embalming rooms with a sink with drain opening and non porous sanitary cover into a sewerage or septic tank and to have a card or brochure in each casket stating the price of the casket.

March: The Board voted to approve four new funeral establishment licenses and approved five changes to funeral director in full and continuous charge of funeral establishments.

The Board voted to approve a change of name application for the following funeral establishments:

- Burgess Funeral Home, Ashburn
- Cremation Society of Simplicity, LLC, Newnan

The Board voted to approve the following requests for grace periods to replace the facilities' funeral director in full and continuous charge:

- Caldwell & Cowan Funeral Home, Inc., Covington
- Thornton Funeral Home, Hazelhurst

The Board voted to accept a consent order upon receipt, on the following applicant for licensure reinstatement:

- William Anthony House, Funeral Director Embalmer, Griffin: Provides for licensure with 24 months probation due to criminal history.

The Board voted to accept a consent order upon receipt on the following licensee:

- Charlie A. Reid, Jr., Funeral Director, Augusta: Provides for a \$500 fine, 24 months probation, and monthly death certificate reports to the Board office and to the Richmond County Vital Records Department.

The Board voted to approve the following courses for continuing education:

- Batesville Casket Company: Packaging Concepts for today's cremation families...An Initial Action Plan
- Epsilon Nu Delta Mortuary Fraternity: Social Networking and Your Funeral Home, Known Shipper Regulations
- Master Grave Service, Inc.: Burial Vaults MFG – Cremation – Metal Vaults Personalization
- Matthews International: The Devil Is In The Details – Customer Loyalty
- NFDA – National Funeral Directors Association: 2010 Family Business Conference, Maximizing Preneed Profitability in Small Firms, Developing a Payment-in-Full Policy, Preneed Ethics in Demanding Times, What Is Your GRASP on Cremation Consumers?, Funeral Packages, Round Table Discussions, The Embalmer's Tool Kit, Eliminating Potential Wage and Hour Violations at Your Firm, Drugs and Alcohol in the Workplace: What Employers Need to Know, Advanced Cremation Arranging

- International Order of the Golden Rule, OGR: 2010 Annual Conference: Fresh Tomorrows – New Heights, New Opportunities
- Wilbert Burial Vault Company: Navigating the Cremation Market, The Arrangement Conference, Burial Vault 101, Plant Tour
- InSight Institute: Funeral Celebrants
- Stericycle, Inc.: Confined Space Awareness, Respiratory Protection Awareness, Tuberculosis Regulatory Awareness, Hazard Communication, Formaldehyde Awareness, Lock Out/Tag Out Awareness, Funeral Service OSHA/BBP
- Academy of Graduate Embalmers of Georgia, Annual Clinic
- Practicum Strategies: Embalming Chemistry, Business Morals and Ethics and the Funeral Director, Everyday Ethics in Funeral Service, Motivation and Coaching for the Successful Funeral Director, Managing Stress for Funeral Professionals, Hazardous chemicals/Toxic Substances, Complying with “The Funeral Rule,” Pre-Planning for Funeral Home Business Interruptions, The Funeral Profession and Consumer Behavior, Funeral Values, A review of Basic embalming Procedures, Moral Dilemmas Facing the Funeral Professional, Dealing with Communicable Diseases/Aids, Universal Precautions, Job Burnout in Funeral Service, OSHA: Practical Guide for Funeral Service, How Do We Tell the Children, Cremation: The Concept, the Client, The Caring, Cremation: The Process, Preneed Funeral Planning, Introduction to Accounting for the Funeral Director, Understanding and Completing the Certificate of Death, Ethics for Funeral Directors, Living with the FTC’s Funeral Rule, OSHA for Small Business, Employee Recruitment and Retention in Funeral Service
- Aurora Casket Company: Aurora Plant Tour, Meeting the Needs of the Cremation Family, No Religion, Please – Meeting the Challenge, Leading the Next Generation, Selecting Special Products, Four Generations in the Funeral Home, Marketing Today & Tomorrow, Beginning with the End in Mind, Making the Emotional Connection, Lifetimes
- FuneralCE: Pre-Need Planning, Bloodborne Pathogens, Basic Funeral Customs, Decision Making, Depositions, Ethics of Making Funeral Arrangements, Funeral Rule, Goal Setting in the Funeral Industry, The History of Preserving Human Remains, HIV/AIDS, OSHA in the Workplace, OSHA Workplace Rights, Rational Thinking, Stillborn Support, Targeting Your Primary Markets, Understanding the At-Need Consumer, Working with Difficult People in the Funeral Industry, Funeral Customs with Military Honors, Personalization in the Funeral Industry
- FuneralReview.com: Cycle of Excellence: Executive Development Program, Cycle of Excellence: Funeral Director Skills Module 1, Cycle of Excellence: Funeral Director Skills Module 2, Cycle of Excellence: Funeral Director Skills Module 3, Cycle of Excellence: Introductory Arranger Training, Cycle of Excellence: People Skills, Cycle of Excellence: Advanced People Skills, Cycle of Excellence: People Skills Refresher, Cycle of Excellence: Phone Skills, Cycle of Excellence: Phone Skills Advanced, Cycle of Excellence: Phone Skills Refresher, Cycle of Excellence: Cremation, Cycle of Excellence: Intro People Management Training, Cycle of Excellence: People Management Module 2
- 360Training.COM, Inc: HIV/AIDS and Public Health issues, Infection Protection, Business Writing, Hazard Communication, Formaldehyde and Needlestick Safety, Wills & Trust, Dealing with Grief

The Board approved the following orders to accept fine money for inspection violations:

- Godfrey Funeral Home, LLC, Valdosta: \$200 for failure to have a card or brochure in each casket stating the price of the casket.

- Stocks Funeral Home, Inc., Atlanta: \$150 for failure to maintain one operable motor hearse and/or combination hearse/ambulance with current Georgia registration for the transportation of casketed human remains at the establishment, conspicuously display a current biennial renewal license for the establishment, embalmer, funeral director and any apprentices.
- Wright & Jones Funeral Home, Lincolnton: \$50 for failure to equip all embalming rooms with a sink with drain opening and non porous sanitary cover into a sewerage or septic tank.

License Renewal Process

How do I renew my license?

You may renew your license on the Professional Licensing Board website with a credit card. Click on the License Renewal icon and follow the instructions. You will be asked a series of questions including whether you have been arrested, convicted of a crime or received a board sanction since the last renewal, whether you have completed your continuing education requirements, and whether you are a U.S. citizen. Renewing your license via the website is the fastest way to renew your license.

The Professional Licensing Boards do not mail paper renewals unless requested. A paper renewal form may be requested by the licensee either by calling the Board office at 478-207-2440, or by submitting a written request.

Disciplinary Issues:

The board addresses these issues on a case-by-case basis, the Board takes these matters very seriously and applies sanctions to those who violate the Georgia State Board of Funeral Service Practice Act, Board rules, and policies. It is important that licensees review all laws, rules and policies that affect their profession. These may be found on the Board's website at www.sos.ga.gov/plb/funeral.

All public disciplinary actions will be reflected in the Board minutes which may be found on the Georgia State Board of Funeral Service website.

Grounds for denial, suspension, revocation of a license, or other disciplinary actions may be found at O.C.G.A. § 43-18-46 or at O.C.G.A. § 43-1-19, which can be found on the Georgia State Board of Funeral Service website.

Complaint Process Information

The Georgia General Assembly created the Georgia State Board of Funeral Service to regulate the licensing and practice of funeral services. The responsibility of administering the laws in O.C.G.A. § 43-18 is given to the Board, whose members are appointed by the Governor. The Board determines if applicants meet licensure requirements, promulgates rules, and considers complaints against licensees and allegations of unlicensed practice. The process for disposing of complaints is as follows:

Complaint Form:

Complaints must be reported to and received by the Board in writing. Written complaints may be submitted to the Board office or be submitted on-line at <http://sos.georgia.gov/myverification/submitcomplaint.aspx>. Documents received in connection with a complaint will not be returned. The complaint must contain sufficient factual evidence indicating a clear violation of Georgia law or Board rules.

Investigations:

The Board gives serious consideration to all complaints. Further investigative action may be taken. Should you file a complaint, you may be contacted by a Board inspector or investigator for additional information. Investigative files are considered confidential for any purpose other than a hearing before the Board. However, the Board is authorized to release such records to another enforcement agency or lawful licensing authority.

Notification Process:

While the investigation is ongoing, the Board is unable to discuss the status of a complaint with anyone, including the complainant. When the Board has completed the case, the complainant will be notified in writing of the Board's actions. All public disciplinary actions will be reflected in the Board minutes which may be found on the Board's website.

Frequently Asked Questions

The Board list of frequently asked questions is available on the Board's website. If you cannot find an answer to your question, you may contact the Board office at (478) 207-2440.